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EXAMINER
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HIGHTER, TREVILLIAN H

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2151

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PAPER

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	<b>Application No.</b> 10/813,999	<b>Applicant(s)</b> FREY ET AL.	
	<b>Examiner</b> TREVILLIAN HIGHTER	<b>Art Unit</b> 2151	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 26 March 2004.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☐ Claim(s) \_\_\_\_\_ is/are pending in the application.  
4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-30 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)            | 4) <input type="checkbox"/> Interview Summary (PTO-413)           |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)   | Paper No(s)/Mail Date. _____                                      |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date <u>5/6/2008</u> .  | 6) <input type="checkbox"/> Other: _____                          |

### DETAILED ACTION

1. Claims 1-30 are pending in this application

#### ***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. **Claims 1, 2, 3, 5, 7, 10, 14, 19, 20, and 25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ullmann et al. (US Patent No. 7,120, 685) in view of Balick et al. (U.S. Patent No. 5,802,291).**

3. With respect to claim 1, Ullmann discloses a tracing module associated with specified program code regions of an application, the tracing module to receive and process tracing method calls generated by the application when the specified program code regions are executed (column 3, lines 21-25); a logging module associated with specified categories related to the network, the logging module to receive and process logging method calls from network components associated with the categories (column 3, lines 47-60); and a log viewer module to provide access to the integrated tracing and logging system via the common application programming interface of the tracing module and the logging module (column 5, lines 63-67 and column 6, lines 1-5).

Ullmann does not disclose a common application programming interface of the tracing module and the logging module, whereby the tracing module and the logging module are accessed.

Balick, however, discloses a common application programming interface of the tracing module and the logging module, whereby the tracing module and the logging module are accessed (column 10, lines 40-53; modules can be based on different scenarios).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann with the teachings of Balick, in order to access predefined application routines.

4. With respect to claim 10, Ullmann discloses creating an instance of a tracing controller associated with specified program code regions of an application, the tracing controller instance to receive and process tracing method calls generated by the application when the specified program code regions are executed (column 3, lines 21-25); creating an instance of a logging controller associated with specified categories related to the network, the logging controller to receive and process logging method calls from network components associated with the categories (column 3, lines 47-60); specifying an output destination to receive via the common application programming interface of the tracing controller instance and the logging controller instance (column 5, lines 63-67 and column 6, lines 1-5) a log message from at least one of the tracing controller instance and the logging controller instance (column 3, lines 27-35); and

accessing the log message with a log viewer, the log viewer having a log viewer server and a log viewer client (column 5, lines 63-67; column 6, lines 1-5).

Ullmann does not disclose providing a common application programming interface of the tracing controller instance and the logging controller instance, whereby the tracing controller instance and the logging controller instance are accessed.

Balick, however, discloses providing a common application programming interface of the tracing controller instance and the logging controller instance, whereby the tracing controller instance and the logging controller instance are accessed (column 10, lines 40-53; modules can be based on different scenarios).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann with the teachings of Balick, in order to access predefined application routines.

1. With respect to claim 20, Ullmann discloses a means for creating an instance of a tracing controller associated with specified program code regions of an application, the tracing controller instance to receive and process tracing method calls generated by the application when the specified program code regions are executed (column 3, lines 21-25); a means for creating an instance of a logging controller associated with specified categories related to the network, the logging controller to receive and process logging method calls from network components associated with the categories (column 3, lines 47-60); a means for specifying an output destination to receive via the common application programming interface of the tracing controller instance and the logging

controller instance (column 5, lines 63-67 and column 6, lines 1-5) a log message from at least one of the tracing controller instance and the logging controller instance (column 3, lines 27-35); and a means for accessing the log message with a log viewer, the log viewer having a log viewer server and a log viewer client (column 5, lines 63-67; column 6, lines 1-5).

Ullmann does not disclose a common application programming interface of the tracing controller instance and the logging controller instance, whereby the tracing controller instance and the logging controller instance are accessed (column 10, lines 40-53; modules can be based on different scenarios).

Balick, however, discloses a common application programming interface of the tracing controller instance and the logging controller instance, whereby the tracing controller instance and the logging controller instance are accessed (column 10, lines 40-53; modules can be based on different scenarios).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann with the teachings of Balick, in order to access predefined application routines.

5. With respect to claim 25, Ullmann discloses an electronically accessible medium providing instructions (software is present to run the hardware) that, when executed by an apparatus, cause the apparatus to create an instance of a tracing controller associated with specified program code regions of an application, the tracing controller instance to receive and process tracing method calls generated by the application when

the specified program code regions are executed (column 3, lines 21-25); create an instance of a logging controller associated with specified categories related to the network, the logging controller to receive and process logging method calls from network components associated with the categories (column 3, lines 47-60); specify an output destination to receive via the common application programming interface of the tracing controller instance and the logging controller instance (column 5, lines 63-67 and column 6, lines 1-5) a log message from at least one of the tracing controller instance and the logging controller instance (column 3, lines 27-35); and access the log message with a log viewer, the log viewer having a log viewer server and a log viewer client (column 5, lines 63-67; column 6, lines 1-5).

Ullmann does not disclose a common application programming interface of the tracing controller instance and the logging controller instance, whereby the tracing controller instance and the logging controller instance are accessed.

Balick, however, discloses a common application programming interface of the tracing controller instance and the logging controller instance, whereby the tracing controller instance and the logging controller instance are accessed (column 10, lines 40-53; modules can be based on different scenarios).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann with the teachings of Balick, in order to access predefined application routines.

6. With respect to claim 2, Ullmann discloses a log viewer client to provide a user interface (column 5, lines 63-67; column 6, lines 1-5); and a log viewer server to access a message in at least one of the tracing module and the logging module (column 5, lines 63-67; column 6, lines 1-5).

7. With respect to claim 3, Ullmann discloses providing a user interface includes providing a graphical user interface to access one or more log messages generated by at least one of the tracing module and the logging module (column 5, lines 63-67; column 6, lines 1-5).

8. With respect to claim 5, Ullmann discloses the graphical user interface is to configure an output destination for the integrated tracing and logging system (column 3, lines 27-35).

9. With respect to claim 7, Ullmann discloses the attribute of the output destination includes at least one of a severity level (column 3, lines 50-60); and a filter (column 4, lines 4-9).

10. With respect to claim 14, Ullmann discloses displaying one or more log messages of the output destination in the window of the graphical user interface of the log viewer client (column 3, lines 27-35).



11. With respect to claim 19, Ullmann discloses specifying a filter for the output destination (column 4, lines 4-9).

**12. Claims 4, 9, 11-13, 15, 16, 21, 22, and 26-29 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ullmann, in view of Balick, and further in view of Bartek et al. (US Pub. No. 2003/0225872 A1).**

13. With respect to claim 4, Ullmann and Balick do not disclose providing a graphical user interface includes providing a first pane having one or more log messages from a first application server and a second pane having one or log messages from a second application server.

Bartek, however, discloses providing a graphical user interface includes providing a first pane having one or more log messages from a first application server and a second pane having one or log messages from a second application server ([0028], lines 1-10; Fig. 3).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann and Balick with the teachings of Bartek, in order to provide a log management system through which logs can be viewed and managed concurrently.

14. With respect to claim 9, Ullmann and Balick do not disclose the log viewer client is to provide a command line interface to access one or more log messages generated by at least one of the tracing module and the logging module.

Bartek, however, discloses the log viewer client is to provide a command line interface to access one or more log messages generated by at least one of the tracing module and the logging module ([0028], lines 10-15).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann and Balick by incorporating a log viewer with a command line interface as taught by Bartek, in order to provide flexibility in providing instructions to a computer.

15. With respect to claim 11, Ullmann and Balick do not disclose accessing a first log message on a first application server; accessing a second log message on a second application server; and displaying the first log message and the second log message in a window of a graphical user interface of the log viewer client.

Bartek, however, discloses accessing a first log message on a first application server ([0028], lines 1-10; [0022], lines 3-14); accessing a second log message on a second application server ([0028], lines 1-10; [0022], lines 3-14); and displaying the first log message and the second log message in a window of a graphical user interface of the log viewer client ([0028], lines 1-10).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann and Balick by incorporating a

tracing and logging controller, output destination, and log viewer with accessing and displaying log messages from different application servers as taught by Bartek, in order to provide a log management system through which both local and remote logs can be viewed and managed concurrently.

16. With respect to claim 12, the claim is rejected for the same reason as claim 11 above. In addition, Bartek discloses displaying the first log message in a first pane of the window ([0028], lines 1-10; Fig. 3); and displaying the second log message in a second pane of the window ([0028], lines 1-10; Fig. 3).

17. With respect to claim 13, the claim is rejected for the same reason as claim 11 above. In addition, Bartek discloses selecting the first log message in the first pane of the window ([0028], lines 1-18); selecting the second log message in the second pane of the window ([0028], lines 1-18); merging the first log message and the second log message ([0025], lines 7-16); and displaying the first log message and the second log message ([0025], lines 1-16) in a third pane of the window ([0028], lines 1-16).

18. With respect to claim 15, the claim is rejected for the same as claim 11 above. In addition, Bartek discloses searching the one or more displayed log messages to determine which, if any, of the displayed log messages contain a search string ([0010], lines 12-17).

19. With respect to claim 16, the claim is rejected for the same as claim 11 above. In addition, Bartek discloses identifying at least one of the one more displayed log messages having the search string ([0010], lines 12-17); creating a search results pane in the window of the graphical user interface ([0030], lines 10-13); and displaying the identified log message in the search results pane ([0030], lines 10-13).

20. With respect to claim 21, Ullmann and Balick do not disclose a means for accessing a first log message on a first application server; a means for accessing a second log message on a second application server; and a means for displaying the first log message and the second log message in a window of a graphical user interface of the log viewer client.

Bartek, however, discloses a means for accessing a first log message on a first application server ([0028], lines 1-10; [0022], lines 3-14); a means for accessing a second log message on a second application server ([0028], lines 1-10; [0022], lines 3-14); and a means for displaying the first log message and the second log message in a window of a graphical user interface of the log viewer client ([0028], lines 1-10).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann and Balick by incorporating a tracing and logging controller, output destination, and log viewer with accessing and displaying log messages from different application servers as taught by Bartek, in order to provide a log management system through which both local and remote logs can be viewed and managed concurrently.

21. With respect to claim 22, the claim is rejected for the same reason as claim 21 above. In addition, Bartek discloses a means for selecting the first log message in the first pane of the window ([0028], lines 1-18); a means for selecting the second log message in the second pane of the window ([0028], lines 1-18); a means for merging the first log message and the second log message ([0025], lines 7-16); and a means for displaying the first log message and the second log message ([0025], lines 1-16) in a third pane of the window ([0028], lines 1-18).

22. With respect to claim 26, Ullmann and Balick do not disclose access a first log message on a first application server; access a second log message on a second application server; and display the first log message and the second log message in a window of a graphical user interface of the log viewer client.

Bartek, however, discloses access a first log message on a first application server ([0028], lines 1-10; [0022], lines 3-14); access a second log message on a second application server ([0028], lines 1-10; [0022], lines 3-14); display the first log message and the second log message in a window of a graphical user interface of the log viewer client ([0028], lines 1-10);

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann and Balick by incorporating a tracing and logging controller, output destination, and log viewer with accessing and displaying log messages from different application servers as taught by Bartek, in order

to provide a log management system through which both local and remote logs can be viewed and managed concurrently.

23. With respect to claim 27, the claim is rejected for the same reason as claim 26 above. In addition, Bartek discloses display the first log message and the second log message in a window of a graphical user interface of the log viewer client ([0028], lines 1-10, Fig. 3) cause the apparatus to display one or more log messages of the output destination in the window of the graphical user interface of the log viewer client ([0025], lines 1-16).

24. With respect to claim 28, the claim is rejected for the same reason as claim 26 above. In addition, Bartek discloses the electronically accessible medium provides further instructions (software is present to run the hardware) that, when executed by the apparatus, cause the apparatus to search the one or more displayed log messages to determine which, if any, of the displayed log messages contain a search string ([0010], lines 12-17).

25. With respect to claim 29, the claim is rejected for the same reason as claim 26 above. In addition, Bartek discloses the electronically accessible medium provides further instructions (software is present to run the hardware) that, when executed by the apparatus, cause the apparatus to identify at least one of the one more displayed messages having the search string ([0010], lines 12-17); and create a search results

pane in the window of the graphical user interface ([0030], lines 10-13); and display the identified message in the search results pane ([0030], lines 10-13).

**26. Claims 6, 8, 17, 18, 23, 24, and 30 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ullmann, in view of Balick, and further in view of Kougiouris et al. (US Pub. No. 2005/0028171 A1).**

27. With respect to claim 6, Ullmann and Balick do not disclose the graphical user interface to configure an output destination comprises a dialog window to set an attribute of the output destination.

Kougiouris, however, discloses the graphical user interface to configure an output destination comprises a dialog window to set an attribute of the output destination ([0059], Lines 3-5; [0060], lines 1-3; [0061], lines 1-6; Fig. 3).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann and Balick by incorporating a tracing and logging module, and log viewer with a graphical user interface comprising a dialog window as taught by Kougiouris, in order to manage aspects of event logging.

28. With respect to claim 8, Ullmann and Balick do not disclose one or more log messages are implemented as management beans.

Kougiouris, however, discloses one or more log messages are implemented as management beans ([0062], lines 1-5).'

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann and Balick by incorporating a tracing and logging module, and log viewer with a log message implemented as management beans as taught by Kougiouris, in order to manage aspects of event logging.

29. With respect to claim 17, Ullmann discloses displaying a representation of the output destination in the log viewer (column 3, lines 27-35); selecting the displayed representation of the output destination (column 3, lines 27-35).

Ullmann and Balick does not disclose opening a dialog window to access an attribute of the displayed representation of the output destination; and setting an attribute of the selected output destination with the opened dialog window.

Kougiouris, however, discloses opening a dialog window to access an attribute of the displayed representation of the output destination ([0059], Lines 3-5; [0060], lines 1-3; [0061], lines 1-6; Fig. 3); and setting an attribute of the selected output destination with the opened dialog window ([0041], lines 1-8; ([0059], Lines 3-5; [0060], lines 1-3; [0061], lines 1-6; Fig. 3).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann and Balick by incorporating a tracing and logging controller, output destination, and log viewer with setting an attribute as taught by Kougiouris, in order to manage aspects of event logging.



30. With respect to claim 18, the claim is rejected for the same reason as claim 17 above. In addition, Kougiouris discloses setting the attribute of the selected output destination comprises: setting a severity level of the output destination ([0041], lines 1-5; [0060], lines 1-6, Fig. 3).

31. With respect to claim 23, Ullmann discloses a means for displaying a representation of the output destination in the log viewer (column 3, lines 27-35); a means for selecting the displayed representation of the output destination (column 3, lines 27-35).

Ullmann and Balick does not disclose a means for opening a dialog window to access an attribute of the displayed representation of the output destination; and a means for setting an attribute of the selected output destination with the opened dialog window.

Kougiouris, however, discloses a means for opening a dialog window to access an attribute of the displayed representation of the output destination ([0059], Lines 3-5; [0060], lines 1-3; [0061], lines 1-6; Fig. 3); and a means for setting an attribute of the selected output destination with the opened dialog window ([0041], lines 1-8; ([0059], Lines 3-5; [0060], lines 1-3; [0061], lines 1-6; Fig. 3).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann and Balick by incorporating a tracing and logging controller, output destination, and log viewer with setting an attribute

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with a dialog window as taught by Kougiouris, in order to manage aspects of event logging.

32. With respect to claim 24, the claim is rejected for the same reason as claim 23 above. In addition, Kougiouris discloses means for setting the attribute of the selected output destination comprises: a means for setting a severity level of the output destination ([0041], lines 1-5; [0060], lines 1-6, Fig. 3).

33. With respect to claim 30, Ullmann does not disclose the electronically accessible medium provides further instructions (software is present to run the hardware) that, when executed by the apparatus, cause the apparatus to display a representation of the output destination in the log viewer (column 3, lines 27-35); select the displayed representation of the output destination (column 3, lines 27-35).

Ullmann does not disclose open a dialog window to access an attribute of the displayed representation of the output destination; and set an attribute of the selected output destination with the opened dialog window.

Kougiouris, however, discloses open a dialog window to access an attribute of the displayed representation of the output destination ([0059], Lines 3-5; [0060], lines 1-3; [0061], lines 1-6; Fig. 3); and set an attribute of the selected output destination with the opened dialog window ([0041], lines 1-8; ([0059], Lines 3-5; [0060], lines 1-3; [0061], lines 1-6; Fig. 3).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Ullmann by incorporating a tracing and logging controller, output destination, and log viewer with setting an attribute with a dialog window as taught by Kougiouris, in order to manage aspects of event logging.

### **Response to Arguments**

1. Applicant's arguments, with regards to claims 1, 10, 20, and 25 filed 26 March 2004 have been fully considered but they are not persuasive.

2. On page 11 of the Applicants Response, applicants argue that Ullmann does not teach a "common application programming interface of the tracing module and the logging module whereby the tracing module and the logging module are accessed."

In response to the Applicant's arguments, Balick discloses application programming interfaces for logging and tracing modules (column 10, lines 40-53). API functions can be based on different scenarios.

3. In the present application, Applicants argue, on page 12 of the remarks, that, "no combination of Ullmann and Bartek teaches a common application programming interface of the tracing module and the logging module by which the tracing module and the logging module are accessed."

In response to the Applicant's arguments, Balick discloses application programming interfaces for logging and tracing modules (column 10, lines 40-53). API functions can be based on different scenarios.

4. Applicants also argues on page 12, that, "no combination of Ullmann and Kougiouris teaches a common application programming interface of the tracing module and the logging module by which the tracing module and the logging module are accessed."

In response to the Applicant's arguments, Balick discloses application programming interfaces for logging and tracing modules (column 10, lines 40-53). API functions can be based on different scenarios.

### ***Conclusion***

5. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a). A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any

extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to TREVILLIAN HIGHTER whose telephone number is (571)270-3806. The examiner can normally be reached on Monday-Friday 8:00-4:00. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Follansbee can be reached on (571)272-3984. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.3/31

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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/John Follansbee/

Supervisory Patent Examiner, Art Unit 2151